



Indiana Pro Bono Commission
230 East Ohio Street, 4th Floor
Indianapolis, IN 46204

Indiana Bar Foundation
230 East Ohio Street, Suite 110
Indianapolis, IN 46204

COMBINED 2002 DISTRICT REPORT, 2004 PRO BONO GRANT APPLICATION, AND 2004 PLAN

Pro Bono District 11

Applicant: Bartholomew Area Legal Aid, Inc.

Mailing Address: 1531 13th St. Suite G330

City: Columbus, IN **Zip:** 47201

Phone: (812) 372-8933 **Fax:** (812) 372-3948

E-mail address: bala@iquest.net **Web site address:** N/A

Judicial Appointee: William Vance

Plan Administrator: C. Robert Moats

Names of Counties served: Bartholomew, Brown, Decatur, Jackson, and Jennings

Amount of grant received for 2002: \$26,300

*** Amount of grant unused from 2002 and previous years:** 0

*** Amount of grant unused but committed to expenses in 2003:** 0

Amount of grant received for 2003: \$17,680

Amount requested for 2004: \$30,490

*** Please submit request for approval to the Indiana Bar Foundation.**

PRO BONO DISTRICT NUMBER 11 LETTER OF REPRESENTATION

The following representations, made to the best of our knowledge and belief, are being provided to the Indiana Pro Bono Commission and Indiana Bar Foundation in anticipation of their review and evaluation of our funding request and our commitment and value to our Pro Bono District.

Operation under Rule 6.5

In submitting this application for funding, this district is representing itself as having a Pro Bono Plan, which is pursuant to Rule 6.5 of the Indiana Rules of Professional Conduct. The plan enables attorneys in our district to discharge their professional responsibilities to provide civil legal pro bono services; improves the overall delivery of civil legal services to persons of limited means by facilitating the integration and coordination of services provided by pro bono organizations and other legal assistance organizations in our district; and ensures access to high quality and timely pro bono civil legal services for persons of limited means by (1) fostering the development of new civil legal pro bono programs where needed and (2) supporting and improving the quality of existing civil legal pro bono programs. The plan also fosters the growth of a public service culture within the our district which values civil legal pro bono publico service and promotes the ongoing development of financial and other resources for civil legal pro bono organizations.

We have adhered to Rule 6.5 (f) by having a district pro bono committee composed of:

- A. the judge designated by the Supreme Court to preside;
- B. to the extent feasible, one or more representatives from each voluntary bar association in the district, one representative from each pro bono and legal assistance provider in the district, and one representative from each law school in the district; and
- C. at least two (2) community-at-large representatives, one of whom shall be a present or past recipient of pro bono publico legal services.

We have determined the governance of our district pro bono committee as well as the terms of service of our members. Replacement and succession members are appointed by the judge designated by the Supreme Court.

Pursuant to Rule 6.5 (g) to ensure an active and effective district pro bono program, we:

- A. prepare in written form, on an annual basis, a district pro bono plan, including any county sub-plans if appropriate, after evaluating the needs of the district and making a determination of presently available pro bono services;
- B. select and employ a plan administrator to provide the necessary coordination and administrative support for the district pro bono committee;
- C. implement the district pro bono plan and monitor its results;
- D. submit an annual report to the Commission; and
- E. forward to the Pro Bono Commission for review and consideration any requests which were presented as formal proposals to be included in the district plan but

were rejected by the district committee, provided the group asks for review by the Pro Bono Commission.

Commitment to Pro Bono Program Excellence

We also understand that ultimately the measure of success for a civil legal services program, whether a staffed or volunteer attorney program, is the outcomes achieved for clients, and the relationship of these outcomes to clients' most critical legal needs. We agree to strive for the following hallmarks which are characteristics enhancing a pro bono program's ability to succeed in providing effective services addressing clients' critical needs.

1. Participation by the local bar associations. The associations believe the program is necessary and beneficial.

2. Centrality of client needs. The mission of the program is to provide high quality free civil legal services to low-income persons through volunteer attorneys. Client needs drive the program, balanced by the nature and quantity of resources available. The staff and volunteers are respectful of clients and sensitive to their needs.

3. Program priorities. The program engages in a priority-setting process, which determines what types of problems the program will address. Resources are allocated to matters of greatest impact on the client and are susceptible to civil legal resolution. The program calls on civil legal services and other programs serving low-income people to assist in this process.

4. Direct representation component. The core of the program is direct representation in which volunteer attorneys engage in advocacy on behalf of low-income persons. Adjunct programs such as advice clinics, pro se clinics and paralegal assistance are dictated by client needs and support the core program.

5. Coordination with state and local civil legal service programs and bar associations. The programs work cooperatively with the local funded civil legal services programs. The partnerships between the civil legal services programs and the local bar association results in a variety of benefits including sharing of expertise, coordination of services, and creative solutions to problems faced by the client community.

6. Accountability. The program has mechanisms for evaluating the quality of service it provides. It expects and obtains reporting from participating attorneys concerning the progress/outcome of referred cases. It has the capability to demonstrate compliance with requirements imposed by its funding source(s), and it has a grievance procedure for the internal resolution of disputes between attorneys and clients.

7. Continuity. The program has a form of governance, which ensures the program will survive changes in bar leadership, and has operational guidelines, which enable the program to survive a change in staff.

8. Cost-effectiveness. The program maximizes the level of high quality civil legal services it provides in relationship to the total amount of funding received.

9. Minimization of barriers. The program addresses in a deliberate manner linguistic, sensory, physical and cultural barriers to clients' ability to receive services from the program. The program does not create undue administrative barriers to client access.

10. Understanding of ethical considerations. The program operates in a way which is consistent with the Rules of Professional Conduct; client confidentiality is assured and conflicts of interest are avoided.

11. ABA Standards. The program is designed to be as consistent with the ABA Standards for Programs Providing Civil Pro Bono Legal Services to Persons of Limited Means as possible.

No events, shortages or irregularities have occurred and no facts have been discovered which would make the financial statements provided to you materially inaccurate or misleading. To our knowledge there is nothing reflecting unfavorably upon the honesty or integrity of members of our organization. We have accounted for all known or anticipated operating revenue and expense in preparing our funding request.

We agree to provide human-interest stories promoting Pro Bono activities in a timely manner upon request of the Indiana Bar Foundation or Indiana Pro Bono Commission. We further agree to make ourselves available to meet with the Pro Bono Commission and/or the Indiana Bar Foundation to answer any questions or provide any material requested which serves as verification/source documentation for the submitted information.

Explanation of items stricken from the above Letter of Representation:

Not Applicable

It is understood that this Letter does not replace the Grant Agreement or other documents required by the Indiana Bar Foundation or Indiana Pro Bono Commission.

Signatures:

Judicial Appointee Signature

Date

Plan Administrator Signature

Date

2002 REPORT AND 2004 PLAN SUMMARIES

1. In 125 words or less, please write a brief summary of your District's 2002 progress suitable for use in press releases.

BALA referred 270 pro bono cases in 2002. The vast majority of these cases were family law situations. BALA also moved office locations in August of 2002. This office move to the United Way Services Building in Columbus more than doubled its existing office space, while placing the agency in a building with several other multi-county human service agencies. BALA enhanced its overall client tracking by keeping contacting existing clients and their attorneys to gauge need of service and status of case. This device decreased the client drop out rate by an average of 5%. BALA also developed in 2002 a methodology for measuring client impact and put the process forward to gain a toll free telephone number for clients.

2. In 125 words or less, please write a brief summary of the 2004 grant request suitable for use in press releases related to any grant award. Suggested areas to cover are: needs to be addressed, methods, target audience, and anticipated outcomes.

BALA will address attorney burnout and accessibility to the agency in 2004. By emphasizing recognition of attorneys' and their staffs' efforts in doing pro bono work, we hope demonstrate the impact volunteer attorneys have on the overall community. BALA will start a quarterly e-newsletter to inform the panel as to what is happening with pro bono work in the District while lauding the accomplishments of attorneys who perform well in representing indigent clients. BALA also will work to be more accessible to clients outside of Bartholomew County through promoting the new toll free line and working more directly with other social service providers throughout the district. By establishing that link, clients will be better able to access BALA's services along with providers in human services.

2002 REPORT

In the next two pages, describe your District's 2002 achievements and activities in relation to the plan approved for 2002 funding. It is permissible to include a relevant number of appendices to further describe 2002 achievements. Please number and reference the appendices.

BALA took 1302 applications in 2002. This number was down 19% from 2001. Other social service agencies in District 11 with similar clienteles had comparable decreases in requests for services. In spite of this decrease, the number of applicants in the counties other than Bartholomew increased from 243 in 2001 to 269 in 2002. Current pace in 2003 suggests the recently added counties total applications may breach 300 for the calendar year. In 2001, BALA referred 311 cases to pro bono attorneys. In 2002, referrals dropped to 270. This decrease happened due to a reduction of 10% in total divorce filings in all five District 11 counties. That decrease meant a slightly lower overall demand for services. Also, by having fewer early client withdrawals, the overall application number was impacted. Clients, who drop legal services early, in some cases, file another application within three months of their withdrawal. Also, through discussions with area attorneys, larger client demand in 2001, the stagnant economic situation, and attorneys feeling overburdened by the potential pro bono workload, the total numbers of referrals were impacted. In spite of these facts, the overall in-kind contribution of area attorneys increased 17% throughout District 11. This fact means the attorneys spent, on aggregate, more time on individual cases.

BALA underwent several changes in location, procedure, and service delivery in 2002. The most significant change in the overall agency was moving to the United Way Building which doubled overall office space and co-located BALA with multiple human services organizations that serve a similar cliental. This move allows BALA to enhance collaborative ventures while residing in a facility that will allow maximum accessibility for District 11 clients.

BALA addressed three major barriers in last year's report:

- *Early client withdrawal from the program:* BALA addressed this problem by increasing client contacts and improving communication with attorneys once a client had been placed. Using the Administrative Assistant, BALA decreased early withdrawals before referral by 6% and after referral by 5% in 2002. This decrease is anticipated to be greater in calendar year 2003 due to the fact that this reform was implemented in summer of 2002.
- *Referral time from application to placement of client:* BALA hypothesized that improvements in tracking post referral lawyer progress on pro bono cases would decrease the waiting period for client because the agency would know sooner when a case closed, allowing that attorney to more expediently add a new pro bono client to their caseload. Due to the above reasons for decreases in the program, this reform did not impact the overall waiting period. Average waiting periods increased 25 days in 2002. This reform did improve overall case reporting, accuracy of hours donated, and overall awareness of a client's case status
- *Increasing access to other social services:* BALA addressed this problem by better communicating and increasing collaboration with other District 11 social services. A formalized partnership was established in 2002 with the Caring Parents Home Education

program affiliated with the Columbus Regional Hospital and the Child Abuse Prevention Council. BALA also has partnerships with Turning Point Domestic Violence Shelter, the Jennings County Committee on Domestic Violence and New Directions. These partnerships allow BALA to assist clients in rectifying other life issues that could effect or solve their legal problem. BALA also established a more open line of communication and statistical information sharing with First Call for Help, soon to be the resource and referral service for the entire District 11. This statistical sharing helps both agencies determine community needs and trends to better serve clients.

BALA is enhancing the ability to measure client satisfaction, impact and mobility by developing a phone survey to assess the service's overall effectiveness and the state of the client after utilizing the service. The original template for this survey was started and drafted in 2002. Currently BALA is in the process of interviewing clients whose cases were closed, regardless of outcome, to quantify and qualify certain facts. This advanced tracking will better empower BALA to know the transience of clients, our impact on a client's overall livelihood, reasons why clients dropped legal services early, and the overall satisfaction of a client with this service. It will also provide BALA with quantitative data and antidotal evidence of how having a pro bono attorney helped improve the livelihood and lifestyle of a past client. Attached to this report and request is a copy of the questions asked and the spreadsheet used to measure client response (Appendix A.)

BALA requested a toll free line in 2002. Due to complications with renovations in the United Way Center, the request was not met until 2003. This acquisition should enhance clients' ability to contact the organization making BALA's services more accessible. Other legal services BALA offers increased in 2002 as well. One major issue with pro bono referrals is they are a finite resource. To maximize their overall usage and effectiveness is a goal of the program. One way that is done is to emphasize, when appropriate, the use of pro se forms and processes. Divorces without children, paternity, child support modifications, visitation modifications and post divorce agreed entries can be pro se in cases with a capable client, agreeable adverse party and lack of complex issues surrounding the case. BALA's program director Tammara Jo Sparks, who is an attorney, will meet with the client, discuss the case with them and then provide them with a script as to what to say in court. BALA also prepares that client's court paperwork as a service. In 2001, BALA performed this service 62 times. In 2002, it was performed 76 times.

BALA, primarily through IOLTA funding, was able to serve clients throughout District 11. Without IOLTA, servicing counties other than Bartholomew would be extremely difficult, if not impossible. IOLTA monies were used to hire a part time administrative assistant to primarily work with client and attorney tracking, to specialize in client intake, and to assist the pro bono coordinator in placing cases. This position freed other staff members to better serve clients who needed initial legal advice and to improve the pro se program that helps alleviate stress on the pro bono program.

BALA, in 2002, continued to meet the needs of District 11. Although numbers decreased, the year was quite active for the agency and the attorneys on the panels. Many successes were met, along with challenges discovered.

<u>2002 VOLUNTEER LAWYER ACTIVITY</u>
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Legal Service Provider Agency or Organization (Include Bar Associations)	Number of Participating Volunteer Lawyers	Number of Volunteer Lawyer Hours Reported on Cases Closed in 2002	Number of Open Volunteer Lawyer Cases	Number of Low-income Citizens Receiving Limited Legal Information from Volunteer Lawyers*
Bartholomew Area Legal Aid	120	1756.6	284	0* See Below
Indiana Legal Services, Bloomington	0 (currently)	8	0	N/A

*Due to BALA's structure, issues such as brief counsel and advice, pro se assistance, and other non cases are handled internally or sent to existing agencies i.e. Turning Point's Domestic Violence Shelter's Legal Advocate, Columbus Human Rights Commission, Indiana Legal Services in order to maximize the ability to refer pro bono cases to its panel. This method was established with the agency in 1983 when the Bartholomew County Bar Association determined the most effective way to serve the community was through direct representation of indigent clients.

Note: ILS sends District 11 pro bono referrals through BALA. In return, BALA sends ILS clients they can effectively serve. This process was established with the first district pro bono plan, submitted in 2000. These two cases were holdovers from before the arrangement was made.

2002 VOLUNTEER LAWYER ACTIVITY, CONTINUED *

Please list any volunteer lawyer activity category utilized by the organization receiving Pro Bono funding which was not included in the previous table. Include the definition and 2002 statistics for the category.

Bartholomew Area Legal Aid, Inc is the only pro bono legal services provider in District 11.

In order to make reporting more consistent and concise in the future, please list the various categories used by legal service providers in your district for recording volunteer lawyer activity. Define each category. (If more than one agency or organization has the same category and definition, please list it once, indicating the number of organizations using the category.)

Pro Bono Case- A specific case that was accepted by a volunteer attorney

Volunteer Lawyers Hours- Number of hours the lawyer reported working on a specific case. Lawyer also itemizes that case on what he or she would have charged for the case.

Open Volunteer Lawyer Cases- Pro Bono Cases still open as of 12/31/02. Those cases could have been referred before 2002.

Number of Low-Income Citizens- Total number of people who received services from volunteer lawyers. Appendix B has an inventory of services delivered by BALA, internally, to clients.

2002 VOLUNTEER LAWYER ACTIVITY BY TYPE OF CASE

Number Of Lawyers Participating In Pro Se Clinics, Call-In Services And Other Limited Informational Activities in 2002: 120.

Type Of Case (Primary Issue)	Total Of All District Legal Service Provider Active Cases Assigned To And Accepted By A Volunteer Lawyer.
Consumer/Finance	11
Education	0
Employment	2
Family	218
Guardianship	12
Juvenile	4
Health	1
Housing	13
Immigration/Naturalization	0
Income Maintenance	7
Individual Rights	0
Mediation	0
Wills & Estates	2
Other (specify)	2 (torts)
Total Number of Cases	270

*County by County breakdown is available as Appendix B

2004 PLAN AND REQUEST

In the following two pages, describe items or activities planned for 2004 for which funding is requested. If a special event, such as a pro se clinic, volunteer banquet, or Continuing Legal Education seminar is planned, please include the total projected cost of the event in parenthesis at the end of the descriptive paragraph.

Overview:

BALA desires funding through IOLTA to continue and expand pro bono legal service delivery throughout District 11. Without the support of the IOLTA grant, BALA would only be able to service Bartholomew County. The agency, for the past two years, has found great success in recruiting attorneys, referring cases, prioritizing clients' needs and delivering appropriate legal services in Brown, Decatur, Jackson, and Jennings counties. Before the IOLTA grant, these counties had no coordinated pro bono program other than that offered through Indiana Legal Services Organization, however due to ILS's restrictions and priorities many clients' needs were unmet. IOLTA has allowed BALA to fill those existing gaps and provide pro bono legal coordination for those counties.

BALA also provides to the Indiana Pro Bono Commission and other plan coordinators an agency further evolved than districts that are starting up. The benefits include assistance in determining processes for intake and service delivery, assessment tools for pro bono and other legal services, and experience in providing pro bono recruitment, referral and measurement for over 20 years. Successes, challenges, and mistakes made in the past can be used to make other startup districts more effective. By modeling ideas, processes or efforts that have been successful while sharing why other methods were not successful, BALA can assist the other districts in accomplishing their goals. BALA works with and collaborates with the other plan administrators and feels it can be a resource to the commission as it enhances its overall work throughout the state.

Goals for 2004:

1. **BALA will improve outreach to pro bono attorneys by recognizing their efforts in an enhanced manner.** This would include more frequent person-to-person visits inside District 11. Curtailment of funding for 2003 prevented the agency from providing small incentives through staff lunches, public appreciation ceremonies, and other expanded recognitions of service to District 11 legal staffs. Burnout and exhaustion of volunteers would be countered by enhancing appreciation and recognition of the efforts by lawyers and their staffs. In May 2003, BALA hosted a volunteer appreciation luncheon, but due to travel constraints only Bartholomew County lawyers attended. BALA will expand these events throughout District 11 by taking a version of this event to each county in order to maximize local lawyer participation. BALA will also visit law offices and recognize the staffs for outstanding service. Also, BALA will start publishing an e-mail based quarterly newsletter to lawyers, funders, media and other interested stakeholders starting in October of 2003. This device will be used to keep participants in the district plan aware of the work they are doing to provide legal services to the poor and to promote overall pro bono work. **(\$3,500 total, \$1,000 IOLTA, \$2,500 other sources)**
2. **BALA will improve overall client accessibility to legal services throughout District 11.** The acquisition of a toll free line in 2003 will assist greatly in allowing clients to

contact the office, however it will be necessary to promote this service using phone books, resource and referral networks, law offices, social services and community service providers. Plan administrator and BALA Executive Director C. Robert Moats will spearhead these efforts through presentations and meetings with stakeholders throughout the district. These efforts must be ongoing and consistent.

3. **BALA will continue to prioritize cases and deliver certain services in order to maximize pro bono referrals.** The most effective service that BALA provides are pro bono referrals for indigent clients, however this effort alone cannot meet the legal needs of the poor population of District 11. BALA provides a detailed intake application for clients. Administrative Assistant Karina Cox specializes in client intake and tracking. By tracking clients from their applications through their case closings, Ms. Cox assesses changing service needs, up to date contact information and the pro bono panel's caseload status. Through this intake and by examining copies of existing court paperwork, Program Director Tammara Jo Sparks is able to determine the best way to serve a client. In cases where an existing social service program or government agency can fulfill a client's legal needs i.e. 4D Prosecutor, domestic violence legal advocate, etc., BALA prevents services from being duplicated. Ms. Sparks, an attorney, can also provide legal advice, brief services, and limited out-of-court negotiation for clients so long as a conflict of interest does not exist. Ms. Sparks and Office Manager Shannon Carder also assist clients in pro se matters when appropriate. Ms. Carder prepares legal paperwork and Ms. Sparks meets with the client to coach on what to do and say in court. By rectifying a legal issue without using a pro bono referral, BALA maximizes volunteer lawyers' efforts by referring cases that most need a pro bono attorney to represent clients' interests. Pro Bono Coordinator John Pushor, a volunteer, has 40 years experience as a lawyer in the Bartholomew County area. Once a case is designated for referral, Mr. Pushor contacts attorneys in the district and helps educate the client on how to work with their pro bono attorney. He also, using his vast experience and contacts inside the District's legal community, recruits new lawyers who establish a practice in the five counties. BALA, through its budget, covers some expenses for the lawyers such as publication costs, court fees, and other ancillary expenses that would provide a barrier to volunteerism and client access to the legal system.

Conclusions:

BALA, through the generous support of the IOLTA program, is capable of providing quality pro bono referral and supporting legal services for District 11. The cost to cover the additional four counties is estimated at \$36,491. IOLTA comprises 18% of BALA's overall budget, but provides 72% of the budget for counties other than Bartholomew. The Community Legal Aid Fund, a Victim of Crime Act grant through the Indiana Criminal Justice Institute, and an Indiana Fathers and Families Grant through the Family and Social Services Administration comprise the other 28% of the non-Bartholomew County expenses. Existing community philanthropic sources cannot replace IOLTA, nor can their overextended resources be counted on for significant funding. Although some IOLTA funding is earmarked for Bartholomew County, the vast majority of this grant is spent on counties who would not have BALA's services without it.

2004 PRO BONO DISTRICT ACTIVITIES

Please check the activities, which your district organization will provide during 2004 to support the pro bono efforts of the attorneys in your district. If the activity is provided by another organization in your district, please put a plus sign (+) in the blank following the activity.

- ☒ Providing intake and screening of prospective clients _____
- ☒ Providing referral of prospective clients _____
- ☒ Matching cases with individual attorney experience _____
- ☒ Establishing and/or maintaining specialized panels of volunteer lawyers based on area of practice emphasis _____
- ☒ Providing resources for litigation and out-of-pocket expenses _____
- ☒ Providing legal education and training for pro bono attorneys in areas of practice emphasis useful in providing pro bono civil legal service _____
- ☒ Providing the availability of consultation with attorneys whose practice concentration is in an area of law about which a volunteer lawyer is providing pro bono civil legal service (mentoring) _____
- ☒ Providing malpractice insurance for volunteer pro bono lawyers _____
- ☒ Establishing and/or maintaining procedures to ensure adequate monitoring and follow-up _____
- ☒ Establishing and/or maintaining procedures to measure client satisfaction _____
- ☒ Recognizing pro bono civil legal service by lawyers _____
- ☒ Providing community outreach, legal education services or programs _____
- Other _____
- Other _____

2004 PRO BONO DISTRICT ACTIVITIES, continued

1. List the joint efforts, activities or programs in which your district organization will be involved. Please include the name of the other organization(s), a brief description of the activity and a description of the resources provided to the effort by all participating organizations.

Turning Point Domestic Violence Shelter: BALA has a joint referral policy with Turning Point. If a client applies with one agency and needs the services of the other, that client is referred. BALA works with Turning Point's advocates on specific cases and is available for consultation on legal matters. Turning Point's Legal Advocate also works closely with BALA's Program Director on cases, CLE's, and community awareness of legal issues surrounding domestic violence. Turning Point's service area includes all of District 11.

Indiana Legal Services-Bloomington: BALA refers to ILS-Bloomington cases they can specialize in, especially in areas of government benefits. ILS-Bloomington refers their non-priority cases to BALA, especially in the area of family law.

Caring Parents Program: A joint referral policy exists between Caring Parents and BALA. Caring Parents, an in-home education program through Columbus Regional Hospital, provides parents with a curriculum geared for parents of infants. In cases when a Caring Parents' family needs legal assistance, they are forwarded to BALA. Eligible families that contact BALA are referred to Caring Parents.

These are the three entities with which BALA has a memorandum of understanding delineating roles and responsibilities. BALA has a close working relationship with each of the counties bar associations. BALA has appointed to their board of directors, the president of the Bartholomew County Bar Association to maintain communication and foster continuing coordination.

2. Number of cases in your district awaiting assignment to a Volunteer Pro Bono Attorney as of the date this report is prepared: 84
3. Percentage estimate of the types of cases awaiting assignment:
85% Family and Guardianship, 5% Housing, 5% Consumer and Finance, 5% Other

4. List the efforts that will be made to recruit new pro bono volunteer lawyers: BALA recruits new attorneys by immediately visiting new practices throughout District 11. John Pushor, BALA's Pro-Bono Coordinator makes these initial contacts with the attorney. In most cases, especially in Bartholomew County, the lawyer approaches BALA for the opportunity to serve. Also, the legal communities throughout District 11 put pressure on attorneys who are not taking pro bono cases. This peer pressure is the most effective manner that BALA has in getting roughly 2/3's of all District 11 attorneys to assist in pro bono work. The 1/3 that do not participate in pro bono, include judges, prosecutors, retired attorneys that are still registered with the Bar Association, and corporate attorneys. BALA has tried in the past to recruit and utilize corporate attorneys, especially those who work through Cummins Engine Company. The main barriers to recruitment of these attorneys are their frequent travel schedules and their lack of familiarity with issues surrounding family law. BALA's Board President, Miguel Rivera and past president Joe Perkins each are employed by Cummins Law Department.

2004 DISTRICT BUDGET FORM

COST CATEGORY	IOLTA \$	OTHER \$	DO- NATED	TOTAL	2003 Revised & Estimated
A. Personnel Costs					
1. Plan Administrator	12,978	19,467	0	32,445	30,900
2. Lawyers	0	35,490	233,000	268,490	265,799
3. Paralegals	6,392	19,178	0	25,570	24,352
4. Others	3,650	10,858	9,617	24,125	19,668
5. Salary Subtotal	23,020	84,993	268,617	350,630	340,719
6. Employee Benefits	1,864	14,683	0	16,547	12,949
7. Total Personnel Costs	24,884	99,676	268,617	367,177	353,668
B. Non Personnel					
1. Occupancy	1,125	3,375	0	4,500	4,500
2. Equipment Rental	0	600	0	600	566
3. Office Supplies	130	1,170	0	1,300	1,066
4. Telephone	1,000	3,000	0	4,000	3,622
5. Travel	638	637	0	1,275	850
6. Training	0	1,200	0	1,200	1,100
7. Library	0	400	0	400	334
8. Malpractice Insurance	250	751	0	1,001	910
9. Dues and Fees	0	1,200	0	1,200	1,100
10. Audit	463	1,387	0	1,850	1,850
11. Contingent Reserve Fund for Operating Ex- penses	0	0	0	0	See Attach- ment D
12. Marketing and Promo- tion	0	0	0	0	0
13. Litigation (Includes Expert Fees)	1,000	4,000	0	5,000	3,440
14. Property Acquisition	0	0	0	0	0
15. Purchase Payments	0	0	0	0	0
16. Contract Services to Clients	0	0	0	0	0
17. Contract Services to Program	0	0	0	0	0
18. Other	1,000	2,000	500	3,500	1,093
19. Total Non Personnel Costs	5,606	19,720	500	25,826	20,531
C. Total Expenditures	30,490	119,396	243,117	393,003	374,199

ANNUAL TIMETABLE FOR SUBMISSION OF FORMS AND CHECKS:

January 1:	Checks distributed
July 1:	Annual report, plan and grant application due to IPBC
November:	Notification of awards
December 1:	IBF grant agreement due and revised budget due (as needed)

Appendix A-1

Question Key

- 1. When you contacted Legal Aid, what was your legal problem and how did we help you settle it?**
- 2. (If no) If you did not use the help of Legal Aid, how did you take care of your legal problem?**
- 3. (If no) Why did you not use the help of Legal Aid?**
- 4. How is your legal problem better after calling Legal Aid?**
- 5. How is your life better after contacting Legal Aid?**
- 6. Would you consider using Legal Aid again?**

**** Answer Key is on the next page.**

Appendix A-2

[illegible]

Appendix B

Case Type	Bartholomew	Brown	Decatur	Jackson	Jennings
Consumer/Finance	8	0	1	2	0
Education	0	0	0	0	0
Employment	2	0	0	0	0
Family	154	13	16	18	17
Guardianship	9	1	1	0	1
Juvenile	4	0	0	0	0
Health	1	0	0	0	0
Housing	10	0	0	3	0
Immigration	0	0	0	0	0
Income Maintenance	4	0	0	2	1
Individual Rights	0	0	0	0	0
Mediation	0	0	0	0	0
Wills/Estates	0	0	0	0	0
Other	2	0	0	0	0
Totals	194	14	18	25	19

Budget Details

*** On most items, BALA estimates a cost of 25% of cost due to the overall increase in applications, referrals, and total lawyers on the panel compared from year 2000 (the last year BALA only covered Bartholomew County) to present. This 25% increase is due to the expansion to the other four counties.

A-1 Plan Administrator: \$12,978 IOLTA, \$32,445 Total

BALA Executive Director C. Robert Moats is charged with directly administering the District 11 Plan. The 40% of salary figure represents the amount of time Mr. Moats spends working directly on implementation of the District Plan.

A-2 Lawyers: \$0 IOLTA, \$265,799 Total

BALA Program Director Tammara Jo Sparks's salary is the only non-donated expense in this line item. A Victims of Crime grant, an Indiana Fathers and Families grant, United Way of Bartholomew County, and other foundation grants support her. Her outside of county work is supported by each of these sources with the exception of the United Way of Bartholomew County. Her position is mainly in the realm of client counseling and is therefore not supported by IOLTA.

BALA Pro Bono Coordinator John Pushor is a volunteer whose services are estimated at \$26,000 a year. This figure would be the cost of his position if he were not giving his services to BALA.

The panel of District 11 donated \$205,401 in legal services in 2002. These costs are documented like they are billable hours. When a case closes, an attorney gives BALA the figure of what they would have charged a client if they were paying. BALA estimates this donation will be \$207,000 in 2003.

A-3 Paralegals: \$6,392 IOLTA, \$25,570 Total

BALA Office Manager Shannon Carder works directly with clients, assists in the pro bono placement of those clients, and provides paralegal work for the office. The 25% of salary figure represents her total time working with clients and attorneys outside of Bartholomew County.

A-4 Others: \$3,650 IOLTA, \$24,125 Total

BALA Administrative Assistant Karina Cox's prepares summary forms, intakes clients, and tracks the status of clients and their cases. She also provides backup for Ms. Carder and provides some administrative services for the rest of the office. The 25% of salary figure represents her total time working with attorneys and clients outside of Bartholomew County.

\$9,617 of this figure represents other office volunteers and interns who provide intake services, and office work.

A-6 Employee Benefits: \$1,864 IOLTA, \$14,683 Total

This line item represents federal payroll taxes and health benefits for the staff of BALA.

A-7 Total Personnel Costs: \$24,844 IOLTA, \$367,177 Total

The total of this line item represents a position of 33.5 hours a week or 0.8375 FTE. This number could cover salary and benefits of a single position at a lower FTE. By assigning this responsibility over the organization as a whole, multiple positions can work in implementing the district plan and the agency can serve more clients at a lower cost than if there were only one position supporting the program. Since BALA is the only indigenous legal services provider in District 11, coordination by an outside entity would be redundant.

B-1 Occupancy: \$1,125 IOLTA, \$4,500 Total

BALA's new office suite has a small rent charge applied to it. IOLTA's grant would subsidize 25% of this cost is subsidized by IOLTA due to the need for larger facilities for file space, more employee space and other facility needs associated with expanding services.

B-2 Equipment Rental: \$0 IOLTA, \$600 Total

This line item is for the service contract on the office copier and network printer and covers toner costs up to 36,000 copies.

B-3 Office Supplies: \$130 IOLTA, \$1,170 Total

This line item covers letterhead, paper, envelopes, and other supplies. IOLTA covers 10% of this total cost.

B-4 Telephone: \$1,000 IOLTA, \$3,000 Total

Long distance charges including costs of the toll free line are due to the expansion of services to counties other than Bartholomew. IOLTA covers 25% of this cost to subsidize additional lines needed to cover five counties while covering a major portion of long distance charges. BALA, because of the move to the new facility, will save in between \$500-\$1,000 due to a lower per line rate and cheaper long distance (\$0.03 a minute.)

B-5 Travel: \$638 IOLTA, \$1,275 Total

This line item covers mileage throughout the district. IOLTA's grant would subsidize 50% of this total cost. This line item would also cover costs associated with statewide meetings of the other pro bono coordinators.

B-6 Training: \$0 IOLTA, \$1,200 Total

This cost covers CLE training for Mr. Pushor and Ms. Sparks. Most other staff trainings are free or offered at a reduced cost. These costs were unaffected by the expansion.

B-7 Library: \$0 IOLTA, \$400 Total

This cost covers Pocket Parts and other needed periodicals and research books and resource manuals. These costs did not increase after the expansion.

B-8 Malpractice Insurance: \$250 IOLTA, \$1,001 Total

BALA purchases malpractice insurance through NALDA. IOLTA supports 25% of this cost due to the overall increase of attorneys on the panel.

B-9 Dues and Fees: \$0 IOLTA, \$1,200 Total

Costs of memberships for affiliated organizations did not increase after the expansion.

B-10 Audit: \$463 IOLTA, \$1,850 Total

Costs of an annual budgetary review increased due to the increase in revenues and expenses due to the expansion. IOLTA would cover 25% of this cost.

B-13 Litigation: \$1,000 IOLTA, \$5,000 Total

This line item is very fluid and unpredictable. BALA estimates a \$5,000 annual cost for these fees. IOLTA would provide 20% of funding for this line item, but due to its unpredictability that percentage could be as high as 33%.

B-18 Other: \$1,000 IOLTA, \$3,500 Total

This line item represents costs associated with lawyer recognition. A luncheon in each county and some individual staff appreciations are included in this cost. IOLTA will cover 29% of this overall cost, with other in district sources providing the remainder of the balance.

Cash Reserves: BALA has a three-month operating cash reserve.

